

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans and Migrant Farm Worker employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; Division of Employment Security programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

2. Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services, i.e. assessment and testing; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☒ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☒ Job search and placement assistance, and where appropriate, career counseling;
- ☒ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☒ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☒ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☒ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☒ Group counseling;
- ☒ Individual counseling and career planning;
- ☒ Case management for participants seeking training services;
- ☒ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☒ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☒ Occupational skills training, including training for nontraditional employment;
- ☒ On-the-Job Training;
- ☒ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☒ Skill upgrading and retraining;
- ☒ Entrepreneurial training;
- ☒ Job readiness training
- ☒ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin. The One Stop Career Center partners shall comply with the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

VI. OTHER PROVISIONS

- ☒ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☒ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☒ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☒ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☒ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☒ The Partners agree to assure a drug-free workplace.
- ☒ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☒ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☒ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☒ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☒ Access and share common data elements for certification and/or referral;
- ☒ Access to Department of Social Services customer data;
- ☒ Access U.I. Data;
- ☒ Access labor market information;
- ☒ Track applicants and provide feedback on client participation and outcomes;
- ☒ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☒ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

Will White *camp 4 Sept.*
Harrisonville Cass K-9 School IS, Local School District
Cass Career Center *Jim W. Spencer* *Cass Career Center*
Director

Regg Maiche

Attachment 4a

ADDENDUM TO MEMORANDUM OF UNDERSTANDING

MOU Summary Information Sheet
Department of Elementary and Secondary Education
Division of Vocational and Adult Education

Grantee Name: Cass Career Center
Address: 1600 E. Elm, Harrisonville, MO 64701
Phone Number: 816-380-3253
Local Workforce Investment Area Designation: 3
Fund Source: Carl D. Perkins (Postsecondary)

Rationale for Proportionality: Total One-Stop site service numbers at Cass Career Center One Stop, 1600 East Elm, Harrisonville, MO 64701, were divided into the number served by the Perkins recipient (Cass Career Center) through the One-Stop site to determine the proportionate usage: $5/9600 = .0005$.

(This percentage represents the minimum proportion of the recipient's allocation of Carl Perkins Vocational Education Act (Section 132) funds to be utilized providing applicable core-services for the Area One-Stop site.)

Summary of Services Provided Under the MOU:
(Include When/How Services will be provided)

Carl D. Perkins (Postsecondary):

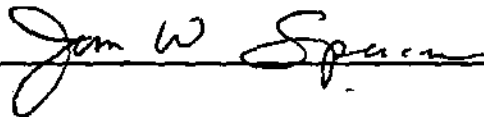
- One-Stop Location: 1600 E. Elm, Harrisonville, MO 64701
- Services Planned: Perkins Services information/marketing-outreach assistance, pre-post program skill assessments,
- When: cross-training of one-stop staff on Perkins, eligibility and tuition assistance as requested
- Monday - Friday (8:00am - 4:00pm)
- Dollar value of cash or in-kind services planned:
\$1650.00 (materials, brochures, staff time for cross-training)

Carl D. Perkins (Postsecondary): (continued)

- One-Stop Location: N/A
- Services: N/A
- When: N/A
- Dollar value of cash or in-kind services provided: N/A

Organizational name: - Cass Career Center

Signature: Jim Spencer



Date: 8/1/00

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I. PURPOSE.

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VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☐ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION


The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.


Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

Mayor Kay Barnes, Chief Elected Official

Ben Watson, Private Industry Council Chairman

ATTACHMENT 1

FULL EMPLOYMENT COUNCIL

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

Training Services may include but are not limited to:

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.


Full Employment Council

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Housing Authority of Greater K.C.
299 Paseo
Kansas City, MO 64106

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

City Focus Center
47th Street and Swope Parkway
Kansas City, MO 64130

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

2/4/00

One Stop Partner
Resource Commitment
Sheet
(By line item)

9:04 AM

Agency Name: *Full Employment Council*

Full Employment Council, Inc.
1740 Paseo Blvd. And 1720 Paseo Blvd.

Central City Location

STAFFING		
Support	\$84,375.00	\$28,125.00
Intake	223,125.00	
Counselors	937,500.00	
Other		375,000.00
Staff Development	17,500.00	5,000.00
FACILITIES		
Rent	153,897.60	27,701.57
Equipment	25,476.00	
Phone	72,000.00	
Other (Insurance/Maintenance & Other Supplies)	16,462.32	2,963.22
TECHNOLOGY		
Computer Software	22,500.00	
MIS/Technology (computer hardware lease, Maintenance & W.A.N. connections fees)	7,000.00	1,260.00
MARKETING		
Outreach	25,000.00	
Materials	45,000.00	4,500.00
Media	35,000.00	3,500.00
Other	45,000.00	
	\$1,709,835.92	\$448,049.79

One Stop Partner
Resource Commitment
Sheet

Agency Name: Full Employment Council

(By line item)

Northland Human Services Center
3100 NE 83rd

Northland Human Services Location

STAFFING	PRICE	
Support	\$30,000.00	
Intake	30,000.00	
Counselors	37,502.00	
Other		9,375.00
Staff Development	2,125.00	
FACILITIES		
Rent	40,731.48	
Equipment	7,680.00	
Telephone	6,000.00	
Other (Insurance/Maintenance)	5,500.00	990.00
TECHNOLOGY		
Computer Software	3,000.00	
MIS/Technology (computer hardware lease, Maintenance & W.A.N. connections fees)	6,350.00	
MARKETING		
Outreach	3,750.00	
Materials	6,750.00	
Media	4,500.00	
Other (Postage/Printing)	5,400.00	
	\$189,288.48	\$10,365.00

One Stop Partner
Resource Commitment

Sheet
(By line item)

Agency Name: *Full Employment Council*

South Kansas City Location

Resource Commitment		
STAFFING		
Support	15,000.00	
Intake	15,000.00	
Counselors	18,750.50	
Other	0.00	
Staff Development	1,500.00	
FACILITIES		
Rent	5,100.00	459.00
Equipment	3,840.00	
Telephone	2,100.00	
Other (Insurance/Maintenance, Supplies)	2,750.00	247.50
TECHNOLOGY		
Computer Software	750.00	
MIS/Technology (computer hardware lease, Maintenance & W.A.N. connections fees)	625.00	
MARKETING		
Outreach	1,250.00	
Materials	4,500.50	225.03
Media	2,500.00	125.00
Other	2,100.00	
	75,766.00	1,056.53

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; and Division of Workforce Investment programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; and National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

.III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services. Partners shall not duplicate services; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sties and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin.

VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
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- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Local Area 3 One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

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Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Each individual party to this Memorandum of Understanding agree to indemnify, defend and hold harmless the other parties to this MOU, State and Local governments, its officers, agents and employees from any and all claims and losses accruing or resulting from the acts or failures to act by the individual party's contractors, subcontractors, suppliers, laborer, and from any and all claims and losses accruing to any person, firm, corporation or entity who may be injured or damaged as a result of the performance of this agreement by the individual party.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services of Greater Kansas City

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

One Stop Partner
Resource Commitment
Sheet

Agency Name:

STAFFING		
Support		
Intake		
Counselors		
Other		
Staff Development		
FACILITIES		
Rent		
Equipment		
Phone		
Other (Insurance/Maintenance & Other Supplies)		
TECHNOLOGY		
Computer Software		
MIS/Technology <i>(computer hardware lease, Maintenance & W.A.N. connections fees)</i>		
MARKETING		
Outreach		
Materials		
Media		
Other		

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans and Migrant Farm Worker employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; Division of Employment Security programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

- C. Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services, i.e. assessment and testing; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels; aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification. Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Joy Foster Executive Director

Northland Career Center

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Joy Foster Executive Director

Northland Career Center

JEWISH VOCATIONAL SERVICES

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☒ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☒ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☒ Job search and placement assistance, and where appropriate, career counseling;
- ☒ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☒ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and * *when made Available to Partners*
- ☒ Applied Technology Act and providers of vocational rehabilitation program activities;
- ☒ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area; * *when made available to partners*
- ☒ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☒ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☒ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

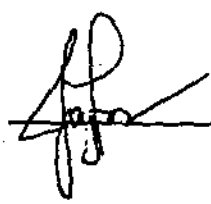
INTENSIVE SERVICES

- ☒ Intensive services include, but are not limited to
- ☒ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☒ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☒ Group counseling;
- ☒ Individual counseling and career planning;
- ☒ Case management for participants seeking training services;
- ☒ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

Training Services may include but are not limited to:

- ☐ Occupational skills training, including training for nontraditional employment;
- ☒ On-the-Job Training; *Seniors & Refugees*
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☒ Job readiness training *Including bilingual/bicultural for refugees & immigrants*
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☒ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.



Joy Foster

Executive Director

Jewish Vocational Services

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Housing Authority of Greater K.C.
299 Paseo
Kansas City, MO 64106

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

City Focus Center
47th Street and Swope Parkway
Kansas City, MO 64130

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

1/21/00

**One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)**

9:13 AM

Agency Name: Jewish Vocational Service
Senior Community Services Employment Program
SDA#3 Kansas City and Vicinity

LINE ITEM	DIRECT	INDIRECT
STAFFING		8,000
Support		1,000
Intake		
Staff Development		1,000
Other		
FACILITIES		
Rent		
Equipment		
Phone		
Other		
TECHNOLOGY		500
Computer Software		500
Computer Hardware		1,000
MARKETING		
Outreach		500
Materials		1,000
Media		
Other		
		13,000

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; and Division of Workforce Investment programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; and National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

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6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services. Partners shall not duplicate services; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☒ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☒ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☒ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☒ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☒ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☒ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☒ Individual counseling and career planning;
- ☒ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin.

VI. OTHER PROVISIONS

- ☒ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☒ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☒ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☒ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☒ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☒ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☒ The Partners agree to assure a drug-free workplace.
- ☒ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☒ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☒ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Local Area 3 One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☒ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☒ Access and share common data elements for certification and/or referral;
- ☒ Access to Department of Social Services customer data;
- ☒ Access U.I. Data;
- ☒ Access labor market information;
- ☒ Track applicants and provide feedback on client participation and outcomes;
- ☒ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☒ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services of Greater Kansas City

Charles Auglietany Center Director
Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

JOB CORPS CENTER

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☒ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☒ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☒ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☒ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☒ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☒ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☒ Individual counseling and career planning;
- ☒ Case management for participants seeking training services;
- ☒ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☒ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☒ Internships;
- ☒ Work Experience.

TRAINING SERVICES

Training Services may include but are not limited to:

- ☒ Occupational skills training, including training for nontraditional employment;
- ☒ On-the-Job Training;
- ☒ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☒ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☒ Job readiness training
- ☒ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☒ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

Charles Singleton *Center Director*
Job Corps Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Housing Authority of Greater K.C.
299 Paseo
Kansas City, MO 64106

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

City Focus Center
47th Street and Swope Parkway
Kansas City, MO 64130

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

1/21/00

**One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)**

9:13 AM

Agency Name:

LINE ITEM	DIRECT	INDIRECT
STAFFING		
Support		
Intake		
Staff Development		
Other		
FACILITIES		
Rent		
Equipment		
Phone		
Other		
TECHNOLOGY		
Computer Software		
Computer Hardware		
MARKETING		
Outreach		
Materials		
Media		
Other		

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans and Migrant Farm Worker employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; Division of Employment Security programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
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- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
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The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
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5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

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8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
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Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

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- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
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- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

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- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
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- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
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- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin. The One Stop Career Center partners shall comply with the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☐ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City


Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

1/21/00

**One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)**

9:13 AM

Agency Name: K.C. School District - ABE

STAFFING	31,239.67	
Support		
Intake		
Staff Development		
Other		
FACILITIES		
Rent		
Equipment		
Phone		
Other		
TECHNOLOGY		
Computer Software		
Computer Hardware		
MARKETING		
Outreach		
Materials		
Media		
Other		

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans and Migrant Farm Worker employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; Division of Employment Security programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

3. Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services, i.e. assessment and testing; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers. [see Attachment 1]

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin. The One Stop Career Center partners shall comply with the Americans with Disabilities Act of 1990 (42 U.S.C. 12102) and the partners will work in concert with the Ad Hoc Committee on Accessibility.

VI. OTHER PROVISIONS

- ☒ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☒ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
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- ☑ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☑ The Partners agree to assure a drug-free workplace.
- ☑ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☑ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☑ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

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- Public information and education
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- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☑ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☑ Access and share common data elements for certification and/or referral;
- ☑ Access to Department of Social Services customer data;
- ☑ Access U.I. Data;
- ☑ Access labor market information;
- ☑ Track applicants and provide feedback on client participation and outcomes;
- ☑ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☑ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement. [see Attachment 3]

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

 2.4.2000
The Junior College District of Metropolitan Kansas City Missouri

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

ATTACHMENT 3

MEMORANDUM OF UNDERSTANDING for SDA 3 Subdivision **Indemnification** of subsection VII of **FUNDING**.

Notwithstanding the foregoing statement, in accordance with Missouri State Statutes governing *Tort and Actions for Damages*, the Junior College District of Metropolitan Kansas City, Missouri is a public body and political subdivision of the State of Missouri and possesses sovereign immunity as currently provided at Section 537.600, RSMo. By agreeing to indemnify, defend, protect, save and hold harmless as aforesaid, the Metropolitan Community Colleges does not thereby waive its sovereign immunity but rather agrees to indemnify, defend, protect, save and hold harmless only in situations as to which sovereign immunity has expressly been waived by virtue of Section 537.600, RSMo., and only to the extent immunity may be waived as set forth in Section 537.610, RSMo.

MOU Budget SDA 3
Metropolitan Community Colleges

		<u>Direct</u>	<u>Indirect</u>
	STAFFING		
	Counseling and Admissions	8,000	
	Services to Special Populations		49,500
	FACILITIES		
	Office space		9,500
	TECHNOLOGY		
	Computers for staffing		3,200
	MARKETING		
	Outreach	3,000	15,000
	Materials	6,500	
	Media		10,000

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials. The Missouri Division of Workforce Development operating

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans and Migrant Farm Worker employment and training activities; Community Services Block grant Migrant/Seasonal employment and training activities; the Department of Housing and Urban Development employment and training activities; Division of Employment Security programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

relating to the operation of the One Stop delivery system in Kansas City and vicinity is executed between the Private Industry Council, acting in its capacity as the entity designated responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is created and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the approval of the Chief Elected Officials. The Missouri Division of Workforce Development is operating

this Agreement represent Workforce Investment Act title I and title II programs: Wagner-Peyser Act; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work; Senior Community Service Employment activities; Postsecondary Vocational education; Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans Affairs Workforce employment and training activities; Community Services Block grant; Migrant/Seasonal Farmworker employment and training activities; the Department of Housing and Urban Development employment and training programs; Division of Employment Security programs authorized under State unemployment laws; Division of Social Services programs—LINC, Division of Income Maintenance; Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Support; National Indian Center employment and training activities.

GOALS

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; coordinating affiliated sites and networks with Local Board approval and to meet performance goals. The partners to this agreement are committed to the following goals of the One-Stop System:

Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.

Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.

Integrated Services—Delivery of services will be enhanced through the integration of training processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.

Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

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One Stop
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service delivery

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108.

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

.III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services, i.e. assessment and testing; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

- Local program integration includes the provision of the following core services:
- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
 - ☒ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
 - ☒ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - ☒ Job search and placement assistance, and where appropriate, career counseling;
 - ☒ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
 - ☒ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
 - ☒ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
 - ☒ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
 - ☒ Provision of information regarding filing claims for unemployment compensation;
 - ☒ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
 - ☒ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to:

- ☒ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☒ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☒ Group counseling;
- ☒ Individual counseling and career planning;
- ☒ Case management for participants seeking training services;
- ☒ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☒ Out-of-area job search expenses;
- ☒ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.
- ☒ Veterans' Case Management

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☒ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin. The One Stop Career Center partners shall comply with the Americans with Disabilities Act of 1990 (42 U.S.C. 12102) and the partners will work in concert with the Ad Hoc Committee on Accessibility.

VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☐ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace. ☐ The Partners agree to a smoke-free environment.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Kansas City and Vicinity One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
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- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Donna Romans

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Pasco
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

2/7/00

One Stop Partner
Expenditure
Commitment
Sheet
(By line item)

2:57 PM

Agency Name: Missouri Division of Workforce Development (DWD)

LINE ITEM	DIRECT	INDIRECT
STAFFING		X
Support		X
Intake		X
Staff Development		X
Other		X
FACILITIES		X
Rent		X
Equipment		X
Phone		X
Other		X
TECHNOLOGY		X
Computer Software		X
Computer Hardware		X
MARKETING		X
Outreach		X
Materials		X
Media		X
Other		X

The MO DWD commitment of resources for the One-Stop System in Kansas City and the vicinity will be Indirect.

MO DWD is totally committed to working together with the One-Stop partners to provide services to job-seeker and employer customers as part of the One-Stop system process. Therefore, all staff, all facilities in which DWD currently operates, all technology located in those facilities, and all current marketing materials and services are likewise committed to that One-Stop system process.

MO DWD staff in Kansas City and the vicinity are currently assigned to the following locations: 3100 NE 83rd St., KCMO; 6801 Longview Rd., KCMO; and 1411 Main St., KCMO. A number of those staff work in out-station sites at the Division of Family Services, Women's Employment Network, Full Employment Council, Northland Career Center, Van Horn High School Caring Communities, Board of Probation and Parole, Department of Mental Health-ADA contracted facilities, the Veteran's Hospital, the Vet Center, and the Veteran's Affairs Office as part of the One-stop system of coordination of services with partners.

MISSOURI DIVISION OF VOCATIONAL REHABILITATION

CORE SERVICES

- ✓ Local program integration includes the provision of the following core services:
 - ✓ Eligibility determination for subtitle B of title I of the Workforce investment Act;
 - ✓ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
 - ✓ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - ✓ Job search and placement assistance, and where appropriate, career counseling;
 - ✓ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
 - ✓ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
 - ✓ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
 - ✓ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
 - Provision of information regarding filing claims for unemployment compensation;
 - ✓ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
 - ✓ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

- ✓ Intensive services include, but are not limited to
 - ✓ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
 - ✓ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
 - ✓ Group counseling;
 - ✓ Individual counseling and career planning;
 - ✓ Case management for participants seeking training services;
 - ✓ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
 - ✓ Out-of-area job search expenses;
 - ✓ Relocation expenses;
 - ✓ Internships;
 - ✓ Work Experience.

TRAINING SERVICES

Training Services may include but are not limited to:

- ☒ Occupational skills training, including training for nontraditional employment;
- ☒ On-the-Job Training;
- ☒ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☒ Training programs operated by the private sector;
- ☒ Skill upgrading and retraining;
- ☒ Entrepreneurial training;
- ☒ Job readiness training
- ☒ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☒ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

Larry R. Allen Kansas City Downtown
Missouri Division of Vocational Rehabilitation

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

One Stop Partner
Shared Cost/In-kind
Commitment
{By line item}

Agency Name: Vocational Rehabilitation
Kansas City North District Office
310 N.W. Englewood Rd Suite 300
Gladstone MO 64118

LINE ITEM	DIRECT	INDIRECT
STAFFING		
Support		In-Kind
Intake		\$1,000.00
Staff Development		In-Kind
Other		
FACILITIES		
Rent		
Equipment		In-Kind
Phone		In-Kind
Other		
TECHNOLOGY		
Computer Software		In-Kind
Computer Hardware		In-Kind
MARKETING		
Outreach		In-Kind
Materials		In-Kind
Media		In-Kind
Other		

One Stop Partner
Shared Cost/In-kind
Commitment
{By line item}

Agency Name: Vocational Rehabilitation
Kansas City South District Office
1734 E 63rd St Suite 201
Kansas City MO 64110

LINE ITEM	DIRECT	INDIRECT
STAFFING		
Support		In-Kind
Intake		\$1,000.00
Staff Development		In-Kind
Other		
FACILITIES		
Rent		
Equipment		In-Kind
Phone		In-Kind
Other		
TECHNOLOGY		
Computer Software		In-Kind
Computer Hardware		In-Kind
MARKETING		
Outreach		In-Kind
Materials		In-Kind
Media		In-Kind
Other		

One Stop Partner
Shared Cost/In-kind
Commitment
{By line item}

Agency Name: Vocational Rehabilitation
Kansas City Downtown District Office
615 E 13th St Room G-3
Kansas City MO 64106

LINE ITEM	DIRECT	INDIRECT
STAFFING		
Support		In-Kind
Intake		\$1,000.00
Staff Development		In-Kind
Other		
FACILITIES		
Rent		
Equipment		In-Kind
Phone		In-Kind
Other		
TECHNOLOGY		
Computer Software		In-Kind
Computer Hardware		In-Kind
MARKETING		
Outreach		In-Kind
Materials		In-Kind
Media		In-Kind
Other		

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM
FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS,
CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; and Division of Workforce Investment programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS, Division of Family Services; Job Corps; and National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Career System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. One Stop Career Centers. One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. One Stop Operator. The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. Partners. The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services. Partners shall not duplicate services; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;.
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training;
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin.

VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agent's activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☐ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Local Area 3 One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance Indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

United Services of Greater Kansas City

Job Corps Center

American Indian Council

Jewish Vocational Services


Northland Career Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

1/21/00

One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)

9:13 AM

Agency Name: NORTHLAND CAREER CENTER

STAFFING	DIRECT	INDIRECT
Support		
Intake		
Staff Development		
Other		
FACILITIES		
Rent		
Equipment		
Phone		
Other		
TECHNOLOGY		
Computer Software		
Computer Hardware		
MARKETING		
Outreach		6,500
Materials		
Media		
Other		

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; and Division of Workforce Investment programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; and National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

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Full Employment Council
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Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

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Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sties and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

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B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce Investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- ☐ Development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- ☐ Group counseling;
- ☐ Individual counseling and career planning;
- ☐ Case management for participants seeking training services;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training;
- ☐ Out-of-area job search expenses;
- ☐ Relocation expenses;
- ☐ Internships;
- ☐ Work Experience.

TRAINING SERVICES

- ☐ Occupational skills training, including training for nontraditional employment;
- ☐ On-the-Job Training;
- ☐ Programs that combine workplace training with related instruction, which may include cooperative education programs;
- ☐ Training programs operated by the private sector;
- ☐ Skill upgrading and retraining;
- ☐ Entrepreneurial training;
- ☐ Job readiness training
- ☐ Adult education and literacy activities provided in combination with any of the examples cited above;
- ☐ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training.

IV. REFERRAL METHODS

All customers applying to the One Stop Centers or through the Partners will receive core services. Customers shall be referred to the appropriate agency for services or be provided on-site services. Each partner shall maintain and distribute a description of all of the services available through the One Stop Center system to enable customer choice of location for services. Customers who must be referred to another agency for services will be provided with a standardized referral form to make services more efficient and readily accessible. A feedback mechanism shall be established by the Partners to enable each partner to provide data for reports of the results of referrals. Reports shall be generated quarterly, at a minimum, with the results of referral forwarded to the referring agency.

V. DISCRIMINATION PROVISIONS.

The Partners shall not exclude from participation, discriminate against, or deny employment services or benefits to any persons; including trainees, in the administration of or in connection with any program administered by the Partners/Affiliate Partners on the grounds of race, color, sex, religion, mental or physical disability, age, political affiliation, belief, national origin.

VI. OTHER PROVISIONS

- ☐ This Agreement shall be interpreted under State of Missouri law or Federal law as applicable.
- ☐ Each Partner to this Agreement shall assume liability for its actions and the actions of its agents under this Agreement. Each Partner shall hold harmless, defend and indemnify all other Partners to this Agreement from any and all claims for damages, including, costs and attorney fees resulting in whole or in part from the Partner or its agents' activities under the Agreement.
- ☐ The funds covered in this Agreement are contingent upon receipt of those funds for the Agreement by the Partners.
- ☐ Each Partner assures that personnel policies are in place and followed to ensure adherence to individual agency policy; each Partner assures that individual affirmative action plans as required by law are in place and are followed to assure nondiscrimination.
- ☐ The Partners understand that employees receiving compensation for work performed under this Agreement shall be deemed employees of their respective partner agency with regard to supervision, salary, benefits, training and development, other staff costs, personnel policies and procedures and staff support.

- ☐ The Partners agree that no funds used in conducting activities under this Agreement shall be used to promote religious or anti-religious activities or used for lobbying activities which would be in violation of 18 U.S.C. 1913 or used for political activities in violation of 5 U.S.C. 1501 to 1508.
- ☐ The Partners agree to assure a drug-free workplace.
- ☐ The Partners agree to comply with WIA Complaint Grievance Procedures.
- ☐ Parties to this agreement agree to comply with the various provision of their respective authorizing legislation, statutes, and other provisions pertinent to their day-to-day operation to assure that all applications and individual records related to services provided under this agreement, including eligibility for services, enrollment, and referral shall be confidential and shall not be open to examination for any purpose not directly related to the delivery of such services or the administration of programs; no person will publish, disclose, use, permit or cause to be published, disclosed or used, any confidential information pertaining to One-Stop Career Center system customers, participants or applicants; parties agree to share among the partners all information necessary for provision of services under the Workforce Investment Act or other governing laws, statutes, regulations, ordinances or policies of the partner agencies. These services include, but are not limited to, assessment; universal intake; program or training referral; job development or placement activities; and other services as needed for employment, education, and training purposes.
- ☐ Parties to this agreement agree to develop and use a collaborative marketing strategy informing job seekers, training and education seekers, employers, employed individuals, and the community at large about the services available through the Local Area 3 One Stop Career Center system.

The following resources, as available, will be used to enhance coordinated marketing efforts:

- Web site development
- Public information and education
- Speaker's Bureau
- Brochures and flyers
- Commercial air time
- Media coverage
- Public television and radio

VII. ACCOUNTABILITY

A. WIA Performance Indicators/Governor's Outcome Measures

The Partners agree to participate in meeting the WIA Performance indicators and Governor's Outcome Measures negotiated by the Local Workforce Investment Board and the State Division of Workforce Development.

B. Data Exchange

The Partners agree to exchange data that will:

- ☐ Enable each partner to access eligibility criteria of each of the participating partners; and to identify eligibility documentation required by law;
- ☐ Access and share common data elements for certification and/or referral;
- ☐ Access to Department of Social Services customer data;
- ☐ Access U.I. Data;
- ☐ Access labor market information;
- ☐ Track applicants and provide feedback on client participation and outcomes;
- ☐ Enable partners to use a common questionnaire form for client data and develop a mechanism for referral
- ☐ Enable partners to identify all the services available through the One-Stop system

Data may be exchanged through electronic interface or through personalized service.

VIII. FUNDING

Non-financial Agreement. This agreement is non-financial in nature, and binds no party or partner to financial obligations to any other. Financial and fiduciary arrangements to the One-Stop Career Center System are outlined in separate financial agreements between the Local Board and the required and optional partner agencies respectively. Partners agree to pool the necessary resources to operate the One Stop center system and to provide the services identified in Attachment 2, Partnership Resource Sharing Agreement. All partners shall report and monitor progress regarding expenditures and cost objectives in accordance with each Partners contribution.

Indemnification Parties to this agreement indemnify, defend, and save harmless the partners, State or local governments, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement.

Audit. While this agreement is non-financial, related contractual or cost sharing agreements are subject to generally accepted accounting principles and to the audit provisions of the affected funding sources. Overall cost sharing and allocation agreements are addressed in separate documents.

IX. TERM AND DURATION OF AGREEMENT AND MODIFICATION

The term of this agreement is from July 1, 2000, until terminated by repeal of the Workforce Investment Act, otherwise by action of law, or in accordance with this section. This agreement may be modified at any time by mutual consent of all signatory partners. Any Partner may withdraw from this Memorandum of Understanding by giving written notice of intent to withdraw at least 120 calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all Partner Agencies at their respective places of business. Should any One-Stop Partner Agency withdraw, this Memorandum of Understanding shall remain in effect with respect to the other remaining One-Stop Partners.

X. ADOPTION, AMENDMENT AND DISPUTES

Nothing in this agreement shall violate or supersede existing contracts. Each partner agency reserves the right to modify the scope, direction, structure and content of this agreement based upon legislative changes, Local Board directives, availability of funding, or other circumstances as warranted and agreed upon by partner agencies. Partner agencies shall continue with the responsibilities under this agreement during any dispute. Disputes shall be resolved in a timely manner, involving those parties directly affected.

XI. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Kansas City and vicinity One Stop Center system and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions. Partners understand that modifications to this agreement may be necessary and that any such modifications may be accomplished by the mutual consent of the partners. THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Full Employment Council

Division of Workforce Development

Local Investment Commission

Missouri Dept. of Labor & Industrial Relations

Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

West Central MO Community Action Agency

Housing Authority of Kansas City

Kansas City Missouri School District

Tommy Barnett

United Services Community Action Agency

Job Corps Center

American Indian Council

Jewish Vocational Services

Northland Career Center

ATTACHMENT 2

By their signatures to this Agreement, the parties hereto agree to share resources in the provision of services to customer and in the operation of the One Stop Career Centers listed below in accordance with the terms described below.

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

2. Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

Partners agree to the following:

At a minimum, the core services that are applicable to the program of the partner and that are in addition to the basic labor exchange services traditionally provided in the local area, must be made available at the One-Stop Center. These services must be made available to individuals attributable to the partner's program who seek assistance at the center.

The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

1/27/00

One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)

9:13 AM

Agency Name: United Services Community Action Agency
(SDA 3)

LINE ITEM	33531	33530
STAFFING		
Support		4,711
Intake	5,810	2,000
Staff Development	500	200
Other	500	250
TOTAL STAFFING	6,810	7,161
FACILITIES		
Rent		2,400
Equipment		500
Phone		1,200
Other	500	
TOTAL FACILITIES	500	4,100
TECHNOLOGY		
Computer Software	200	
Computer Hardware		
TOTAL TECHNOLOGY	200	
MARKETING		
Outreach	250	500
Materials	250	
Media		
Other	500	
TOTAL MARKETING	1,000	500
TOTAL	8,510	11,761

MEMORANDUM OF UNDERSTANDING

KANSAS CITY AND VICINITY ONE-STOP DELIVERY SYSTEM FOR THE CITY OF KANSAS CITY, MISSOURI AND THE MISSOURI COUNTIES OF CASS, CLAY, PLATTE AND RAY

This agreement relating to the operation of the One Stop delivery system in Kansas City and vicinity is developed and executed between the Private Industry Council, acting in its capacity as the entity designated to perform the responsibilities of a Local Workforce Investment Board until the Workforce Investment Board is appointed and certified on or before July 1, 2000, and the One-Stop Career Center Partners, with the agreement of the Chief Elected Officials.

The Partners to this Agreement represent Workforce Investment Act title I and title II programs; Wagner Peyser programs; Adult Education and Literacy activities; Vocational Rehabilitation; DOL Welfare-to-Work programs; Senior Community Service Employment activities; Postsecondary Vocational education activities; Trade Adjustment Assistance and NAFTA transitional adjustment assistance activities; Veterans employment and training activities; Community Services Block grant employment and training activities; the Department of Housing and Urban Development employment and training activities; and Division of Workforce Investment programs authorized under State unemployment compensation laws; Division of Social Services programs—LINC, Division of Income Maintenance/Division of Child Support Enforcement, Noncustodial parent/DYS; Division of Family Services; Job Corps; and National Indian Center employment and training activities.

I. PURPOSE.

The purpose of creating One-Stop Career Centers is to facilitate customer access to information and services for labor market information, career awareness and employment and training opportunities. Ongoing working relationships will continue for the efficacy of services to job seekers and employers such as sharing labor market and other appropriate information; reconfiguring affiliated sites and networks with Local Board approval and to meet performance levels. The partners to this agreement are committed to the following goals of the One-Stop Center System:

- A. Universal Access—All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Career Center, designed to assist in managing career and labor market decisions. Services will be made available on-site and through multiple off-site locations convenient to the customer.
- B. Customer Choice—Customers will have choices in the mechanisms through which to access services and in the services themselves, based on their individual needs.
- C. Integrated Services—Delivery of services will be enhanced through the integration of planning processes at the state and local level, the coordination of activities and services to customers, and the sharing of information and client data.
- D. Program Quality/Accountability—Design and management of the centers and delivery of services will be responsive to the needs of customers and customer satisfaction will be a key measure of accountability.

II. STRUCTURE AND MANAGEMENT

- A. **One Stop Career Centers.** One Stop Career Centers may be added or deleted based upon budget or other considerations. One Stop Career Centers are located at the following sites:

Full Employment Council
1740 Paseo
Kansas City, MO 64108

Northland Human Services Center
Full Employment Council
3100 NE 83rd St, Suite 2100
Kansas City, MO 64119

Division of Workforce Development
Full Employment Council
6801 Longview Road
Kansas City, MO 64134

- B. **One Stop Operator.** The designated One-Stop Career Center operator shall be the Full Employment Council which shall act as the Workforce investment Act grant recipient and coordinate service providers within the Centers. The One-Stop Career Center Operator shall provide Workforce Investment Act core services, intensive services and access to training services in conjunction with the One-Stop Partners.
- C. **Partners.** The parties to this agreement will work as Partners to provide One Stop Career Center System services and shall hereinafter be referred to as Partners. Each Partner is responsible for the management of its respective staff, equipment, finances, and management information systems.

The Partners agree to work collaboratively to develop financial and performance reporting systems to track and report on the outcomes and service costs and to negotiate and reach agreement on DOL performance measurement levels and any additional measures of Local Boards, Chief Elected Officials or the governor.

It is the intent of the Partners to participate in the One Stop Career Center System. Each Partner Agrees to the following:

1. To co-locate on a full-time or part-time basis in at least one physical location or to be linked electronically to the One Stop Center system.
2. To participate in an integrated management consortium that will carry out the goals of the One-Stop Center System and will jointly negotiate the processes for client flow, assessment/case management, job development, referral and placement processes, staff capacity building, space requirements, standards of operation, and resolution of disputes with other system partners;
3. That the Partner will participate in a joint planning process which will assist in identifying the needs of the workforce and the needs of business and set priorities for services, based on those needs;
4. That the Partner will participate in an integrated intake, referral and client tracking system which is subject to confidentiality constraints;
5. That the Partner will make Missouri Works available to customers of the One Stop Center System through self-service or assisted service access to the labor market and career development services and that both electronic access and personal service delivery choices will be available for the One-Stop center services;

6. That the Partner will participate in a process of program review and continuous improvement to offer the best possible services and maximize opportunities for further integration and agrees to survey customer satisfaction to assure services are responsive to the needs of the community;
7. That the Partner will participate jointly to meet the Governor's Outcome Measures and the State's Workforce Development standards;
8. To share in the operational costs of Centers in a manner to be negotiated among the Center partners;
9. To ensure that information regarding the "performance" and "costs" of training providers are made available to individuals enrolling in these programs through the One-Stop delivery system to assist potential clients in identifying an appropriate training. Performance information shall consist of the same information the provider reports to the eligible agency concerning the program's success in meeting the negotiated level of performance for the Workforce Investment Act core indicators of performance and any additional performance indicators established by the State.
10. To comply with existing laws and regulations and agrees that functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.

III. PROVISION OF SERVICES

A. General Requirements

A description of the services to be provided for the operation of the One-Stop Career Center System by each of the One-Stop Partners is included in Attachment 1. The minimum responsibilities of One-Stop Partner programs to provide applicable core services is limited to core services that are in addition to the basic labor exchange services traditionally provided in the local area under the Wagner-Peyser program.

Partners agree to ensure that core services provided by One-Stop Partners are delivered in a coherent, coordinated manner that facilitates easy access and eliminates unnecessary duplication of services. Partners shall not duplicate services; partners are responsible for additional services which are specifically tailored to participants under the partner's program.

Partners agree to make available any of the core services identified in the Workforce Investment Act that are applicable to the program of the partner through the One-Stop delivery system (see Attachment 1). The applicable core services may be made available by the provision of appropriate technology at the One-Stop Center, by co-locating personnel at the center, cross-training of staff, or through other agreement between the service providers at the One-Stop center and the partner. The provision of applicable core services at the Center by the One-Stop partner may be supplemented by the provision of such services through the networks of affiliated sites and networks of One-Stop Partners. Referrals to employers shall be in accordance with selection criteria specified by the employers. Self-service technology shall be provided by the One Stop Career Centers.

In addition to the provision of core services, One-Stop partners must provide access to the other activities and programs carried out under the partner's authorizing laws. Each partner agrees to provide the intensive and training services indicated in Attachment 1. Partners agree to work jointly to provide these services. In addition, each partner shall retain responsibility for the respective reporting, monitoring, management information systems and audit resolution systems.

B. Services to Be Provided through the One Stop Centers.

CORE SERVICES

Local program integration includes the provision of the following core services:

- ☐ Eligibility determination for subtitle B of title I of the Workforce investment Act;
- ☐ Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- ☐ Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- ☐ Job search and placement assistance, and where appropriate, career counseling;
- ☐ Provision of employment statistics information, including information relating to local, regional, and national labor market areas including—job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;;
- ☐ Provision of program performance information and program cost information on: eligible providers of training services, eligible providers of youth activities; providers of adult education; providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- ☐ Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- ☐ Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation, available in the local area, and referral to such services as appropriate;
- ☐ Provision of information regarding filing claims for unemployment compensation;
- ☐ Assistance in establishing eligibility for welfare to work activities, programs of financial aid assistance for training and education;
- ☐ Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized by WIA who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

INTENSIVE SERVICES

Intensive services include, but are not limited to

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
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- ☐ Occupational skills training, including training for nontraditional employment;
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Missouri Division of Vocational Rehabilitation

Metropolitan Community Colleges

Amos E. Jackson

West Central MO Community Action Agency

Housing Authority of Kansas City

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United Services of Greater Kansas City

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The responsibility of the partner for the provision of core services must be proportionate to the use of the services at the comprehensive One-Stop center by the individuals attributable to the partner's program. Individuals attributable to the partner's program may include individuals who are referred through the One-stop center and enrolled in the partner's program after the receipt of core services, who have been enrolled in the partner's program prior to receipt of the applicable core services at the center, who meet the eligibility criteria for the partner's program and who receive an applicable core service.

Each Partner shall contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program.

Partners are not required to use their funds for individuals who are not eligible for the partner's program or for services that are not authorized under the partner's program.

Each partner will be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon method of contribution that will benefit the customer.

PARTNERS CONNECTED THROUGH ELECTRONIC LINKAGES agree to share costs:

Each Partner not co-located in the Center which provides Workforce Investment Act services agrees to contribute to the delivery of core services in the One-Stop system as described in Attachment 1, Services Matrix. Each Partner shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, or other agreed upon methods of contribution that will benefit the customer. Partners may also provide services offered by the individual Partner to expand the resources available to serve One-Stop Career Center participants.

1/21/00

One Stop Partner
Shared Cost /In-kind
Commitment
(By line item)

9:13 AM

Agency Name: West Central Missouri Community Action Agency
P.O. Box 95 & 555 N. Scott, Suite 1 & @
Harrisonville, MO 64701 Belton, MO 64012

LINE ITEM	DIRECT	INDIRECT
STAFFING		
Support		2210
Intake		1500
Staff Development		300
Other		
FACILITIES		
Rent		3000
Equipment		0
Phone		500
Other		0
TECHNOLOGY		
Computer Software		
Computer Hardware		500
MARKETING		
Outreach		600
Materials		
Media		
Other		